

Four Seasons (Bamford) Limited Holly Court Care Home

Inspection report

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Ratings

Overall rating for this service

Good



Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 22 January 2015. During that inspection we found one breach of Regulations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. After that inspection, the provider wrote to us to tell us what action they had taken to meet legal requirements in relation to the breach of regulation.

As part of this focused inspection we checked to see that improvements had been implemented by the service in order to meet legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Holly Court Care Home on our website at www.cqc.org.uk.

This inspection was undertaken on 03 July 2015 and was unannounced. We found the provider had made improvements and was now meeting the requirements in relation to the breach we had found.

Holly Court is a small care home supporting the care needs of people with various types of dementia and confusion. The home can accommodate up to 25 residents. The home is situated in Salford and is close to local amenities and bus routes. There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

At our last inspection we found that the registered person had not protected people from the risks associated with the safe administration of medication. During that inspection we found vulnerable people were exposed to risk, because the service did not have appropriate arrangements in place to manage medicines safely. We found records supporting and evidencing the safe administration of medicines were not always completed. We also found that one medicine had not been stored in line with manufacturer's instructions as it required cold

Summary of findings

storage and that staff had failed to record fridge temperatures consistently. This was a breach of Regulation 13 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which related to the safe administration of medicines.

During this inspection we found the provider was now meeting the requirements of the regulation. We looked at a sample of nine medication administration records

(MAR) charts, which contained no omissions or signature gaps. We found all medicines were stored securely and at the correct temperatures in line with manufacture's guidance. We noted that fridge temperatures were now accurately recorded by staff. We also looked at daily audits undertaken by staff and twice monthly audits undertaken by the registered manager.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found that action had been taken to ensure people were protected from the risks associated with the safe administration of medication. We found the provider was now meeting the requirements of the Regulation and was able to demonstrate that the safe management of medication was now consistently taking place.

We looked at a sample of nine medication administration records (MAR) charts, which contained no omissions or signature gaps. We found all medicines were stored securely and at the correct temperatures in line with manufacture's guidance.

We could not improve the rating for 'safe' from requires improvement at this time, because to do so required evidence of consistent good practice over time. We also only looked at aspects relating to the breach of regulations, rather than looking at the whole question relating to 'safe.' We will review this during our next planned comprehensive inspection.

Requires improvement



Holly Court Care Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook an unannounced focused inspection of Holly Court Care Home on 03 July 2015. This inspection was undertaken to ensure that improvements that were required to meet legal requirements had been implemented by the service following our last inspection on 22 January 2015.

We inspected the service against one of the five questions we ask about services during an inspection, which were not meeting legal requirements. In this case it involved; 'Is the service safe.'

The inspection was undertaken by two adult social care inspectors. Before the inspection, we reviewed all the information we held about the home. We reviewed statutory notifications and safeguarding referrals. We also reviewed the action taken by the provider following our previous inspection, who wrote to us on 20 March 2015 explaining what action the service had taken to meet legal requirements.

During the inspection we spoke with the manager and one member staff. We also looked at records relating to audits that had been undertaken by the service to monitor the quality of service provision in relation to medication.

Is the service safe?

Our findings

At our last inspection we found that the registered person had not protected people from the risks associated with the safe administration of medication. During that inspection we found vulnerable people were exposed to the risk, because the service did not have appropriate arrangements in place to manage medicines safely. We found records supporting and evidencing the safe administration of medicines were not always completed. We also found that one medicine had not been stored in line with manufacturer's instructions as it required cold storage and that staff had failed to record fridge temperatures consistently. This was a breach of Regulation 13 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which related to the safe administration of medicines.

During this inspection we found the provider was now meeting the requirements of the regulation. We looked at a sample of nine medication administration records (MAR) charts, which contained no omissions or signature gaps. We found all medicines were stored securely and at the correct temperatures in line with manufacture's guidance. We found that Controlled Drugs were stored in line with guidance and undertook checks to make sure stocks reconciled. We saw guidance available to staff for PRN (when required) medicines and evidence that medication requirements had been regularly reviewed by the GP. We noted that fridge temperatures were now accurately recorded by staff. We also looked at daily audits undertaken by staff and twice monthly audits undertaken by the registered manager.